Automation

Service Name: Patch Management

1. Service Description: The DOIM will provide patch management services utilizing remediation management tools to include Microsoft's Systems Management Server (SMS) and other automated patch/configuration management tools to support to all Windows computers to include software distribution. These management products provide efficient levels of support to reduce "touch labor" as well as automated asset management, remote troubleshooting, vulnerability remediation, inventory reporting, software auditing, and configuration management.

2. DOIM Responsibilities:
   a. Identify vulnerabilities, as outlined in Information Assurance Vulnerability Alerts (IAVA's), through the use of network based scanning
   b. Remediate vulnerabilities via remote deployment of security patches and configuration changes as outlined in IAVA's as well as other MEDCOM and Army guidelines
   c. Deploy software packages and software application updates to include hot fixes, service packs, and version upgrades.
   d. Monitor, though network scan, and produce reports as needed, of unauthorized or unapproved software.
   e. Monitor desktop license metering
   f. Provide remote troubleshooting capability
   g. Provide standard web-based reports or customized reports tailored to customer need.
   h. If required, automate or manually report status of identified vulnerabilities through A&VTR, VMS, or other vulnerability tracking system.

3. Customer Responsibilities:
   a. Provide desktop systems which meet basic security requirements provided by DISA Gold Disk, DoD Security Technical Implementation Guides (STIGs), or other approved baseline security templates.
   b. Adherence to standard software list available from the DOIM
   c. Responsible for reading pop-up informational messages and notices
   d. Designate an internal point of contact within the customer's organization for trouble shooting purposes on agent workstations, participating in testing as required and coordinating times for software pushes.

4. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: usagdoimhelpdesk@amedd.army.mil.